

**HEALTH LIAISON
OFFICERS (HLO)**

All counties have an allocated health liaison officer position. The primary role of the Health Liaison Officer (HLO) is to promote and provide information for improved health outcomes for all children in foster care.

The HLO in the urban or local county office provides coordination, information, monitoring, and guidance for the health care needs of children in foster care to foster and/or birth parents, child welfare workers and supervisors including private foster care agencies and Michigan Department of Health and Human Services (MDHHS) central office personnel.

The individual tasks related to the position are as follows:

- Serve as health advisor to urban and local MDHHS/private agencies and Child Welfare Medical Unit, by providing guidance, information, and monitoring of health needs and service provisions of children in care within the local office. Provide assistance and guidance regarding physical, dental, and mental health needs.
- Provide policy interpretation and information (in consultation with Child Welfare Medical Unit as needed) to foster care staff and supervisors regarding the physical and behavioral health of foster care children.
- Coordinate services for children with medical, dental, and behavioral health providers as needed.
- Ensure documentation of informed consent for children in foster care on psychotropic medication.
- Assist the Foster Care Psychotropic Medication Oversight Unit (FC-PMOU) in the review and oversight process of psychotropic medications under the direction of the MDHHS Medical Consultant.
- Contact and work with the Medicaid Health Plans (MHPs) to resolve barriers and issues that impede timely access or treatment.
- Advocate within the MHPs to ensure the health needs of children in foster care are identified, assessed, and reassessed with provision of appropriate treatment services.

- Assist MDHHS and private agency foster care workers with the required physical, developmental, and mental health status monitoring of and documentation for children in foster care.
- Serve as resource to foster care workers, foster care supervisors, and private agency staff regarding MHP concerns - includes responding to questions, concerns, or issues.
- Identify training needs for staff regarding the physical, developmental, dental, and behavioral health needs for children in care and facilitate/coordinate training resources as needed, including provision of in-office trainings.
- Promote and educate caregivers, staff, and community partners on the continuity of health care and medical home model.
- Collect health data and prepare reports for the Child Welfare Medical Unit and MDHHS Urban/Field Operations as needed.
- Participate in family team meetings to discuss children's medical, dental, and mental health needs, as needed.
- Attend on-site trainings with CWMU and participate in monthly phone conferences with CWMU.
- Establish community partners to ensure foster care children have immediate access to medical, dental, and mental health services.
- Assist with obtaining appropriate Mental Health treatment for children.
- Provide assistance in access to and oversight for Medicaid, including Medicaid Health Plans (MHP).
- Utilize MiSACWIS, BRIDGES and CHAMPS, to assist with Medicaid openings and closures.
- Ensure timely opening of Medicaid, provide direction to staff for action needed to ensure Medicaid opening.
- Develop expertise in BRIDGES, MiSACWIS and CHAMPS navigation to resolve Medicaid issues.
- Troubleshoot Medicaid eligibility and payment issues.

- Serve as MiSACWIS Help Desk and Bridges Help Desk Liaison for Medicaid related issues.
- Liaison as necessary with primary care providers.
- Ensure timely enrollment and disenrollment of children in foster care into MHP.
- Serve as liaison with Michigan Enrolls to enroll and disenroll children in foster care in MHP.
- Educate new staff/foster care workers on the MHP enrollment and disenrollment process, including information on fee for Service Medicaid vs. Medicaid coverage under health plans.
- Troubleshoot problems with MHP enrollment or disenrollment.
- Check bi-weekly MI Enrolls Auto Enrollment report and ensure MHP enrollment and PCP selection.
- Coordinate with foster care worker to contact birth parents and foster care providers to select appropriate MHPs and primary care providers and ensure continuity of care with medical home model being maintained.
- Establish a relationship with the identified contact at each MHP in the area.
- Serve as contact for local staff with concerns about MHP services and provide information regarding services covered by fee for service MA vs. MHP.
- Provide monitoring of MDHHS health policies.